

RTI application 135/04811

Request for access to:

The total number of reported and substantiated complaints relating to failure to pick up or set down children on Brisbane Transport buses which were received by the TransLink Contact Centre for 2013/14, 2014/15 and 2015/16 period.

Response:

The total number of reported and substantiated complaints for Brisbane Transport buses received by TransLink's Contact Centre is below:

Financial Year	Reported complaints	Substantiated Complaints
2013/14	321	39
2014/15	351	25
2015/16	315	28

Reported complaints include all initial complaints that are made, but upon investigation, are unsubstantiated.

Substantiated complaints details where an investigation found corrective action was required by the service provider.

Background

It would be incorrect to say all substantiated complaints were instances where children were left behind. **Substantiated complaints** is a category that includes cases where drivers fail to pick up or set down, where school buses run early/late or are cancelled and where children do not get off at the correct stop.